

Commissioners and Media Bureau,

As stated in MB Docket 07-51, BRIGHT HOUSE NETWORKS in Tampa purchased Live Oaks Preserve/Century Communications contract for an undisclosed amount. This is Century Communications last attempt to cover-up the neglect that Live Oak Preserve has endured for 3+ years. This decision was not approved by the homeowners, but rather Engle Homes and Century Communications by manipulating the situation for their own gain.

I have enclosed below BRIGHT HOUSE NETWORKS “no contract campaign”. You can watch the many commercials, which airs on TV frequently, and on YouTube. In Tampa, this campaign can be found in almost every major highway billboard sign and major news papers.

[http://tampabay.mybrighthouse.com/products\\_and\\_pricing/internet/default.aspx](http://tampabay.mybrighthouse.com/products_and_pricing/internet/default.aspx)  
<http://asteriskhunters.com/>



I ask the commission, why hold Live Oak Preserve to a 10+ year contract when BRIGHT HOUSE NETWORKS advertises no contracts, no asterisks all over Tampa Bay? Isn't that deceiving advertising?

This is what Bright House representatives have said and will continue to say:

1. Our products and services far exceed Century's Communication and the competition.
2. We are providing cutting edge technology.
3. We have provided competitive pricing on all services.
4. Customer service is better.
5. We offer more premiums channels and packages.
6. We want your business.
7. We are upgrading equipment to our latest technology. (The Infrastructure Cost)
8. We have the exclusive BayNews 9
9. We have established a **12 month** promotional package that is better than the competition.
10. We have the ability to transition all homes and complete the migration by July 10<sup>th</sup>.
11. We will save you more then before.

The list can go on. I have provided the Media Bureau the promotions that were recently sent to all homeowners in Live Oak Preserve.

These are the question I have asked BRIGHT HOUSE NETWORKS Management that remain unanswered. Some as early as today. I encourage the commission to ask the same questions to BRIGHT HOUSE NETWORKS as well as any other cable provider.

1. Why did BRIGHT HOUSE NETWORKS engage Live Oak Preserve in a long term contract when they advertise no asterisk and no contract?
2. What is the advantage in market pricing with BRIGHT HOUSE NETWORKS versus multiple providers?
3. How do these contracts enhance efficiency or promote competition?
4. Why not let the consumers be able to select the service provider of choice as well as the level of service? Currently, we all have to pay for one package decided by BRIGHT HOUSE NETWORKS and the builder as the standard package.
5. Why is BRIGHT HOUSE NETWORKS allowed to shift the risk of non-payment to the Master HOA for late collections and foreclosures?
6. Does a bulk agreement save money to the provider by reducing the collection cost due to its guaranteed payments?
7. How does the association save money when they increase their collection cost?
8. Why can't homeowners opt-out of services?
9. Why are we forcing the HOA and the homeowner to pay for units that are empty, under foreclosure or delinquent of their assessments?
10. Why is LOP deprive from competition? Without paying twice
11. What happens when promotional offers expire? Do homeowners continue to receive the previous price? Where is the limitation or caps on increases? LOP contract with Century Communications allows 5% increase per year. Does it remain the same for BRIGHT HOUSE NETWORKS?
12. How is this not a violation of our First Amendment Right? We are not allowed to choose our median of communication?
13. What about the FCC principle of "reasonable rates". We have to pay twice to be able to select the service provider of our choice.
14. What about the disable and senior citizens? What if they can't afford these services due to their fixed income?
15. Why keep services running for those that don't pay? Why not turn off the service for those that don't pay?
16. Why does BRIGHT HOUSE NETWORKS refuse to disclose to the homeowners how much they paid Century Communication for the sale of the contract? Why doesn't BRIGHT HOUSE NETWORKS provide homeowners a copy of the new contract and terms?
17. Has Engle Homes/Tousa Homes/Treaneastern Homes receive any type of compensation for the sale of this agreement? Was there prior compensation that must continue?
18. What about the International Community and the services they receive from Dish or DIRECTV?
19. What if a future owner doesn't not want the service but wants to buy in LOP? Do they have an option to opt-out?

I am not sure how many in the industry will be brave enough to answer these questions. It is hard to put a positive spin to the above questions but I am sure they will try very hard. I know the answer to most of the questions. I for one, would like to see providers answer it word for word without the high end attorneys and Lobbyist. 'BRIGHT HOUSE NETWORKS show LOP and the rest of the industry that you can keep up to your "No Contract Campaign".